

INTERIM INSTRUCTION NOTICE # 06-001

May 31, 2006

SUBJECT: 2006 State Informing Materials

DISTRIBUTION: DBH & Contract Agencies **OBSOLETE:** When Standard Practice Manual Material is Updated

Overview In 2005 the State Department of Mental Health developed the State Informing Materials "Guide to Medi-Cal Mental Health Services" to take the place of the "Consumer Guide." This new guide is reviewed and, if necessary, revised yearly.

Purpose The purpose of this guide is to provide beneficiary with needed information as to how to access Mental Health services that are covered by Medi-Cal.

Requirements: State / DBH The State Department of Mental Health requires each county to provide this guide to **ALL New Medi-Cal Beneficiaries**. In addition to this requirement, DBH will be checking clinic lobbies to ensure that this guide is available for consumers as part of the audit tool when clinic audits are conducted.

Procedure The following are the steps to take for stocking these guides and other beneficiary forms in clinics:

Step	Action
1	<p>Contract Agencies: Please copy all State Informing Materials on to standard Blue paper. <i>(This will distinguish the 2006 version from the 2005 version)</i></p> <p>DBH Clinics: Please order the revised State Informing Materials, on Blue paper, from the DBH Warehouse</p> <p><i>Note: All guides may be obtained from the DBH InTERnet/InTRANet website.</i></p>
2	<p>Remove all copies of the "Consumer Guide" from clinic lobbies and replace with the State Informing Materials.</p>

3	<p>Ensure that all of the following consumer forms/items are stocked in English & Spanish in each clinic lobby:</p> <ul style="list-style-type: none">• Request for Second Opinion• Request for Change of Provider• Grievance Form• Appeal Form• Grievance Poster• Advance Directives Brochure• Envelopes Address to the Access Unit at 700 E. Gilbert, Cottage #4, San Bernardino, CA 92415
---	--
